



VIC Emergency and crisis

Phone numbers and helplines

All content contributed by



Emergency services

- Phone triple zero (000) Ask for police, fire or ambulance
- State Emergency Service Victoria 132 500 – Flood or storm assistance

Non-emergency Police assistance

- Police assistance - 131 444 Non-emergency calls for police attendance.

Aboriginal and Torres Strait Islander

- Brother to Brother - 1800 435 799 To provide extra support during the coronavirus pandemic.
- (ADIS) Alcohol and Drug Information and Support Services - 1800 888 236

Alcohol and drugs

- Alcoholics Anonymous Helpline - phone 1300 222 222
- Alcohol and Drug Information Service - 1300 131 340
- Direct Line – 1800 888 236 Confidential alcohol and drug counselling and referral in Victoria
- Family Drug Support Australia - phone 1300 368 186
- Turning Point - 1800 888 236

Crisis counselling

- Lifeline Australia - phone 13 11 14
Providing 24/7 Short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe
- Beyond Blue Suicide Call Back Service 1300 659 467
- Kidshelpline - 1800 55 1800
For people up to 25 years old. Free and confidential service young people can call at any time for any reason.

Carers

- Carers Victoria - 1800 514 845 Mon to Fri, 9am to 5pm
- Carer Gateway - 1800 422 737 8am to 5pm, Mon to Fri

The National Disability Abuse and Neglect Hotline

- To make a report, contact the Hotline on 1800 880 052
email: hotline@workfocus.com. open Monday to Friday, 9am to 7pm weekdays.
The Hotline is not a crisis service.

Domestic violence

- Safe Steps – Family violence response centre 1800 015 188
24/7 phone support
Email: safesteps@safesteps.org.au
Webchat is available between 9am and midnight, Monday to Friday
- 1800 RESPECT - phone 1800 737 732
- Domestic Violence Crisis Service Victoria phone 1300 782 200 offers crisis counselling, support, and referral to safe accommodation
- Men's Referral Service 1300 766 491 Advice, counselling and support for Men with anger, relationship or parenting issues. Also provide advice for women/family members experience controlling behaviour by men.

Eating Disorders

- The Butterfly Foundation's National Helpline, ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call 1800 33 4673, 8am-midnight AEST 7 days a week.

Gambling

- Gambler's Help Victoria - 1800 858 858
Online chat is available 24/7
- Problem gambling - 1800 858 858

Health

- Health Direct - phone 1800 022 222
Advice is provided by registered nurses 24/7 to provide advice when you're not sure what to do — whether you should see a local GP, manage the condition at home, or go to an emergency department.

- Nurse-On-Call 1300 60 60 24 from anywhere in Victoria for free health advice, 24 hours a day.
- Poisons Information Line on 13 11 26
- Quit smoking - phone the Quitline on 13 78 48

Homelessness

- DFFH – Crisis accommodation
Call the 24-hour statewide toll free number on 1800 825 955 to speak with a housing and support worker if you need accommodation in these circumstances:
 - Escaping family violence
 - Homeless or at risk of homelessness
 - Other emergency
 The 1800 number will direct your call to a service closest to you, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services.
- Opening Doors - 1800 825 955 will direct your call to a service closest to you

LGBTIQ+

- QLife Australia provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people of all ages. Call 1800 184 527, 3pm-12am (midnight) AEST / 7 days a week. Webchat is also available <https://qlife.org.au/resources/chat>
- Rainbow Door - 1800 729 367 10am - 5pm, 7 days a week. For all LGBTIQ+ people, their friends, family and peers.

Men

- Mensline Australia - phone 1300 789 978 A 24/7 service
- 1800 RESPECT - phone 1800 737 732
- Men's Referral Service phone 1300 766 491 Advice, counselling and support for Men with anger, relationship or parenting issues. Also provide advice for women/family members experience controlling behaviour by men
- Dads in Distress (Parents beyond breakup) - 1300 853 437 Monday to Saturday, 8:30am-5pm. For Dads experiencing separation from their children.

Mental Health

- Mindspot is a free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression. This is not an emergency or instant response service. Call 1800 61 44 34 AEST, 8am-8pm (Mon-Fri), 8am-6pm (Sat).
- PANDA (Perinatal Anxiety & Depression Australia) provides a national telephone information, counselling and referral service staffed by trained volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety. Call 1300 726 306, 9am-7:30pm AEST (Mon-Fri).
- SANE Australia provides support, training and education enabling those with a mental illness to lead a better life. Call 1800 18 7263, 10am-10pm AEST (Mon-Fri).
- Kids Helpline 1800 55 1800 for people up to 25 years old. Free and confidential service young people can call at any time for any reason.
- Lifeline Australia - phone 13 11 14
- Beyond Blue phone 1300 22 46 36 Call any time of the day or night – select from the voice menu or simply hold on the line to talk with a trained mental health professional.

Parents

- Parentline Victoria - phone 13 22 89 Information and support for Victorian parents and carers of children 0-18 years
- Karitane - 1300 227 464 Monday – Thurs 8am - 9pm, Fri 8am – 4.30pm, Sat 9am - 3.30pm. Provided by child and family health nurses who can consult on a wide range of issues concerning infants and children from birth to five years of age.

Seniors

- Seniors Rights Victoria 1300 368 821
- Grandparents in Distress (Parents beyond breakup) - 1300 853 437 (Mon to Sat) 8:30am-5pm. For Grandparents experiencing separation from their grandchildren.

Sexual assault

- Sexual Assault Crisis Line 1800 806 292 An after hours crisis counselling service for people who have experienced both past and recent sexual assault.

Operating 5pm weeknights until 9am the next day, and throughout weekends and public holidays.

- [1800 RESPECT](#) - phone [1800 737 732](#) National sexual assault, domestic family violence counselling service.
- [Centre Against Sexual Assault \(CASA\)](#) - provide support for survivors and family/friends of survivors of sexual assault
- [Bravehearts](#) - 1800 272 831 8:30am to 4:30pm Monday to Friday. Information or support relating to child sexual assault and exploitation.

Sexual Health / Pregnancy

- [PANDA \(Perinatal Anxiety & Depression Australia\)](#) - 1300 726 306 9am-7:30pm (Mon-Fri). Provide a national telephone information, counselling and referral service staffed by trained volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety.
- [Sands](#) - 1300 308 307 Miscarriage, stillborn and newborn death support.

Suicide prevention

- [Beyond Blue](#) - phone [1300 224 636](#)
- [Lifeline Australia](#) - phone [13 11 14](#)
- [Suicide Call Back Service](#) - phone [1300 659 467](#)

Veterans & Defence Force

- [Open Arms](#) - Veterans & Families Counselling provides 24/7 free and confidential, nationwide counselling and support for war and service-related mental health conditions, such as post-traumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger. Call [1800 011 046](#).
- [Defence Family Helpline](#) - 1800 624 608 / DefenceFamilyHelpline@defence.gov.au
- [All-hours Support Line \(ASL\)](#) - 1800 628 036 A confidential telephone service for ADF members and their families.

Victim/Survivor support

- [Blue Knot Foundation Helpline](#) (formerly ASCA Professional Support Line) provides help, information, support or referral for adult survivors of childhood trauma and abuse, their partners, family and friends, health professionals and

anyone in the workplace working with people who have experienced childhood trauma and abuse. Call 1300 657 380, 9am-5pm AEST / 7 days a week.

- 1800 VICTIM - 1800 842 846

Women

- Domestic Violence Crisis Service Victoria phone [1300 782 200](tel:1300782200) offers crisis counselling, support, and referral to safe accommodation.
- 1800 RESPECT - phone [1800 737 732](tel:1800737732) National sexual assault, domestic family violence counselling service.
- Mums in Distress (Parents beyond breakup) - 1300 853 437 Monday to Saturday 8:30am – 5pm For Mums experiencing separation from their children.
- Wire – phone 1300 134 130 Free support, referrals and information on any issue for all Victorian women, non-binary and gender diverse people.

Young people

- Child Protection
North Division Intake - 1300 664 977
South Division Intake - 1300 655 795
East Division Intake - 1300 360 391
West Division Intake - Rural and regional only - 1800 075 599
West Division Intake - metropolitan only - 1300 664 977
After hours Child Protection Emergency Service - 13 12 78 (5.00pm - 9.00am Monday - Friday, 24 hours on weekends and public holidays)
- Kids Helpline 1800 55 1800 for people up to 25 years old. Free and confidential service young people can call at any time for any reason.
- Headspace - phone [1800 650 890](tel:1800650890) aged 12 to 25 years and their families. Call 1800 650 890, 9am-1am AEST / 7 days a week.
- Youth Beyond Blue - phone [1300 224 636](tel:1300224636) Help with anxiety and depression.
- Bravehearts - 1800 272 831 8:30am to 4:30pm Monday to Friday. Information or support relating to child sexual assault and exploitation.

**** All contacts are 24/7 unless stated otherwise**